

## WORKPLACE ASSESSMENTS

### STUDENT INFORMATION

#### SIR30112 Certificate III in Community Pharmacy

As you are aware you are enrolled in the above qualification through your position with the My Chemist Warehouse Group. You will have attended Induction classroom training and also have been completing your online Product Knowledge training as well.

As a Nationally Registered Training Organisation Dillon Whitelaw is required to assess students in all aspects of the qualification and units of competence they are undertaking. This includes an assessment of your skills and knowledge which is undertaken two ways, through the online test and workplace assessments with one of our qualified assessors observing you completing normal workplace tasks.

A workplace assessment in this qualification will normally include the observation of selling products to customers or undertaking role plays with your assessor when this is not possible, which is a core component of the role of a pharmacy assistant. This will also include the sale of scheduled products which is known as S2S3 and is a compliance requirement for the Quality Community Pharmacy Program.

There are a standard set of requirements for these workplace assessments and to prepare for your workplace assessment you should practise the following:

- 1. Asking the Safety 7 questions to identify if the sale requires a referral to the pharmacist-see further information over the page**
- 2. Knowing what responses, the customer provides from the Safety 7 questions, that require you to refer to the pharmacist**
- 3. Following and relaying instructions from the Pharmacist to give to the customer**
- 4. Providing important product information on how to use the products, possible side effects and how long the product can be safely used for.**

This means that you need to know the products you are selling, what schedule they fall under and when you need to refer a sale to the pharmacist.

**The best way to ensure you are fully prepared for a workplace assessment is:**

- **2016 Students - Read the S2S3 Info Pack you received at Induction along with the Fast Facts sheet you were also given.**
- **2017 Students-review your online S2S3 Notes**
- **Review your Online Product Knowledge** You can do this by selecting the different modules and downloading the PDF to read. If you have previously completed all of your online learning you will be enrolled in the Continuing Education program and can access the notes there. Go to the Certificate 3 Product Knowledge Review section where you will find PDF versions of the product knowledge units for the previous 12 months.
- **Try to ensure you are rotated within the store so that you can gain experience in selling different products and questioning customers**

- **Ask the instore pharmacist for information on different products you are uncertain about.**

Our assessor will normally role play these assessments with you to ensure you are fully prepared and have the knowledge and skills you need before observing you in action serving customers. It is important that you are consistent in demonstrating your skills over a number of sales and must always ask the Safety 7 questions to successfully complete these workplace assessments.

We understand and allow for nerves and you are given several attempts to correctly demonstrate the tasks. If you are unable to satisfactorily demonstrate the tasks at this visit you will be reassessed at a later time.

All instore workplace assessments are arranged with your Store Manager based on your normal working roster and we always try not to remove you from the floor if at all possible.

## **SAFETY 7 QUESTIONS TO ASK THE CUSTOMER**

### **1. Is this product for you?-**

**\*\*** for all women of child bearing age-are you pregnant, breastfeeding or planning to become pregnant?

**\*\***If the customer is a child what is their age?

### **2. What are your symptoms?**

### **3. What have you tried already?**

### **4. Are you taking any other medicines, vitamins or supplements?**

### **5. Do you have any medical conditions?**

### **6. Have you used this product before?**

### **7. Do you have any allergies or intolerances to any food or medicines?**

If you have any questions about your training or workplace assessment please contact us via email at [admin@dillon.com.au](mailto:admin@dillon.com.au) or call us on (03) 8373 4886

## **SKILLS AND KNOWLEDGE TO REVIEW FOR INSTORE ASSESSMENT**

If you have received an SMS in relation to your assessment, refer to the **Codes** in the SMS to see what you need to review from the assessment types below.

### **S2S3 - S2S3 Workplace Observation**

- Information on scheduling
- Location and examples of Schedule2 and Schedule3
- You will be observed supplying three customers with behind the bar medications, asking the safety 7 questions and referring to the pharmacist if necessary. It may take place in the form of role-plays with the assessor instead.
- A discussion on dealing with difficult customers

### **SAFETY - Safety Workplace Observation**

*Please review information on 'My Web' about workplace health and safety (WHS) policies and procedures for the My Chemist Warehouse group*

- Location of WHS equipment and procedures- including emergency evacuations, fire extinguishers, cleaning materials, first aid kit, waste disposal and incident reporting
- Understanding of potential hazards in the store and how you would deal with them
- Knowledge of correct manual handling skills

### **RETAIL - Retail Workplace Observation**

- You will be observed serving three customers at the registers and completing their transactions
- Understanding of how to deal with a customer complaint
- Understanding of how to answer and use the telephone, including doing a special order for a customer over the phone
- Knowledge of workplace documentation- including rosters, policies and procedures, awards and using the My Web staff portal

### **MERCH - Merchandising Workplace Observation**

*Please review information on 'My Web' about merchandising policies and procedures for the My Chemist Warehouse group*

- You will be observed stocking shelves and displaying merchandise, taking suitable action with stock discrepancies, out of date and short dated stock
- You will be observed using electronic ticketing equipment to prepare appropriate tickets and labels
- Knowledge of the store's security procedures

### **DIS301-Accept Prescriptions and Return Dispensed Medicines to Customers Workplace Observation**

*Please ensure you have had some practice and experience working at the scripts in/out counter in your pharmacy*

- You will be observed accepting three different types of scripts from customers and returning prescribed medicines to customers in your pharmacy

**INF - Comply with Infection Control Policies and Procedures Workplace Observation**

- Understanding of how to safely clean and deal with spills that may occur in the pharmacy

**205 -Cough and Cold Workplace Observation- review products for the following**

- Runny or blocked nose
- Cough
- Headache
- Fever
- Red and watery eyes
- Sore throat
- Sneezing
- Tiredness

**206 -Skin and Fungal Workplace Observation- review products for the following**

- Athlete's foot
- Tinea
- Ringworm
- Jock itch
- Fungal nail infection
- Eczema
- Psoriasis
- Dandruff
- Acne
- Sunburn

**310 -Analgesic and Anti-Inflammatory Workplace Observation- review products for the following**

- Tension headache
- Migraine
- Muscle pain
- Back pain
- Toothache
- Period pain
- Fractured limb- it has been treated, but is in pain
- Nerve pain
- Arthritis
- Sprains

**308 -Gastro-intestinal Workplace Observation- review products for the following**

- Irritable bowel syndrome
- Worms
- Diarrhoea
- Constipation

**304 -Smoking Cessation Workplace Observation- review products for the following**

- General information on smoking
- Smoking cessation lozenges
- Smoking cessation patches
- Smoking cessation tablets
- Smoking cessation gums
- Smoking cessations inhalers

**203 -First Aid and Wound Care Workplace Observation- review products for the following**

- Sprains
- Broken bones
- Cuts
- Burns
- Bruising
- Infections

You should also be able to demonstrate how to dress a simple cut, explaining the different types of wound dressings and their uses and select the correct bandage for the wound.

**303 - Asthma Management Workplace Observation- review products for the following**

- Shortness of breath
- Wheezing
- A dry, irritating and continual cough
- Inhalers
- Spacer devices
- Child and adult masks
- Peak flow meters

**203 - Infant Care Workplace Observation- review products for the following**

- Baby formula
- Teat and bottle features and selection
- Steriliser kits
- Nappies and related products
- Rash and other skin treatments
- Teething products

**309 - Allergies Workplace Observation- review products for the following**

- Hay fever symptoms- sneezing, runny nose etc
- Rash
- Itchy and/or watery eyes
- Stings and bites

**202 - Eye and Ear Care Workplace Observation- review products for the following**

- Conjunctivitis
- Dry eyes
- Otitis externa (swimmer's ear)
- Foreign bodies in the eye
- Sty
- Ear wax impaction
- Otitis media
- Tinnitus
- Hearing loss
- Infection from ear piercing
- Contact lens products

**305 - Continence Management Workplace Observation- review products for the following**

- Urine incontinence
- Faecal incontinence
- Skin problems

**312 - Sexual Health Medicines and Products Workplace Observation- review products for the following**

- Pre-menstrual syndrome
- Erectile dysfunction
- Side effects of menopause- hot flushes, mood swings, reduced libido etc
- Pregnancy tests
- Ovulation testing kits
- Pelvic floor weakness
- Vaginal thrush
- STD prevention
- Pregnancy prevention

**201 - Commonly Requested Vitamins, Minerals and Supplements Workplace Observation- review products for the following**

- Fatigue
- Anaemia
- Weight loss
- Arthritis
- Osteoporosis
- Dry skin
- Vitamin/mineral deficiency
- Pregnancy multivitamin
- Urinary tract infections

**306 - Complimentary medicines Workplace Observation- review products for the following**

- Echinacea
- Glucosamine
- Probiotics
- Ginger
- St John's Wort
- Valerian
- Propolis